



## Residential Support Worker, Full-Time Overnight – J.F. Norwood House

The Elizabeth Fry Society of Ottawa is a feminist non-profit community agency providing practical, supportive programs and services for women and gender-diverse people who have been or may become involved in the criminal justice system. J.F. Norwood House (JFN) is a 15-bed transitional house that offers a supportive living environment for federally and provincially sentenced adult women and gender-diverse people transitioning to the community.

Job title:	Residential and Community Support Worker Full-time Overnight (J.F. Norwood House)
Reports to:	Associate Manager, Residential Services
Hours:	Full Time, Sunday-Thursday 11:45pm-8:00am (41.25hrs per week)
Language:	English Essential (Bilingual an asset)
Salary:	\$20.31

**Successful candidates must pass a security clearance at the Protected B Level and submit proof of COVID-19 vaccination per our employee immunization policy.**

### Core Responsibilities

- Promote and maintain the mission, vision, and values of the Elizabeth Fry Society of Ottawa.
- Maintain cooperative working relationships and liaise with other service providers and funders.
- Provide residents with support including emotional support, resource referrals, crisis intervention and conflict resolution.
- Case management - Develop individualized care plans in collaboration with residents, updating care plan as needed and monthly progress reports.
- Support residents to understand and comply with their court-mandated conditions and residency.
- Contribute to the maintenance of the residence.

### Documentation / Administration:

- Maintain accurate and timely records of residents' activities, progress, and incidents.
- Submit additional written reports, and records as required.
- Record necessary statistical information as required.

### Other responsibilities:

- Participate in monthly staff meetings.
- Train Residential Relief Staff
- Other duties as assigned by the Associate Manager of Residential Services or Manager of Residential Services.

### Qualifications

Required education and experience:

- Undergraduate degree in criminology, social work, or a related field OR a diploma in a similar field and relevant experience.
- One year of experience working with marginalized women and/or communities who face multiple barriers such as poverty, discrimination, criminalization, and a lack of housing.

Preferred knowledge and skills:

- Awareness of and commitment to women's issues with a thorough understanding of racism, classism, sexism, homophobia, violence against women, and transgender issues.
- Ability to provide non-judgmental support to women and gender-diverse people and form effective trust relationships.
- Knowledge of mental health and substance use issues.
- Knowledge of the criminal justice system.
- Knowledge of community resources that serve the vulnerable population.
- Advanced interpersonal and crisis intervention skills.
- Excellent oral and written communication skills.
- Excellent organizational and time management skills.
- Ability to work well independently and within a team.

Additional assets:

- Applied Suicide Intervention Skills Training (ASIST)
- Non-Violent Crisis Intervention (NVC)
- First Aid & CPR

Submit your résumé and cover to Bri Hagmann, Associate Manager of Residential Services

[Bri.hagmann@efryottawa.com](mailto:Bri.hagmann@efryottawa.com)

We thank all who apply. We will contact only those selected for an interview.